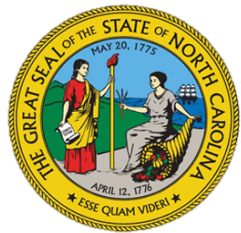


North Carolina COVID-19 Vaccine Management System

CVMS Provider Portal Receiving & Processing Vaccine Shipments User Guide

Version 5

January 14, 2020



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**





If you have any questions, issues or requests, please go to the
CVMS Help Desk Portal* at
https://ncgov.servicenowservices.com/csm_vaccine

* On the home page of the CVMS Help Desk Portal, select the "**Vaccine Provider**" option to submit your question, issue, or request.

Providers that are first time users of the CVMS Help Desk Portal will have to follow the steps below:

1. Register for an account on the portal by clicking 'Register' in the top right-hand corner
2. Populate your first name, last name, business e-mail, and your registration code

NOTE: The registration code is your Provider PIN (i.e., NCA650001), which can be found on the packing lists received with your Vaccines For Children shipments, or in the top right-hand corner of a wasted / expired report generated from the North Carolina Immunization Registry (please add "NCA" to the front of the six-digit PIN#)

For providers who are not enrolled or may not have a Provider PIN, you may use the following generic Provider PIN to register: VAC2021

3. You will receive an e-mail with your username and temporary password to log into the portal

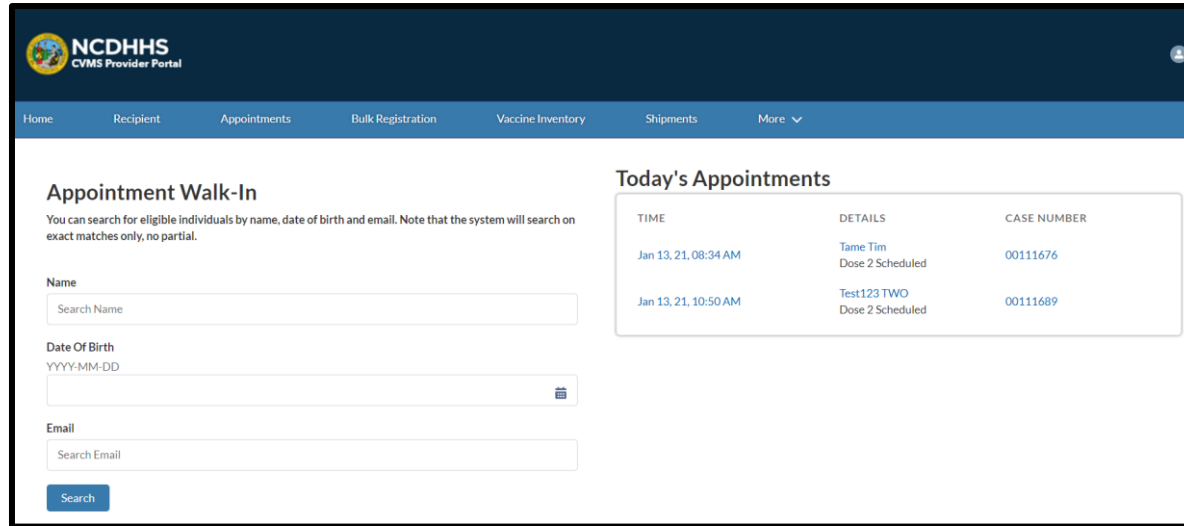
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COVID-19 Vaccine Inventory Management Overview

Process Overview

Overview



The screenshot shows the NCDHHS CVMS Provider Portal. The header includes the NCDHHS logo and navigation links: Home, Recipient, Appointments, Bulk Registration, Vaccine Inventory, Shipments, and More. The main content area is divided into two sections. On the left, 'Appointment Walk-In' provides search criteria for Name, Date Of Birth (YYYY-MM-DD), and Email, with a 'Search' button. On the right, 'Today's Appointments' displays a table of scheduled appointments.

TIME	DETAILS	CASE NUMBER
Jan 13, 21, 08:34 AM	Tame Tim Dose 2 Scheduled	00111676
Jan 13, 21, 10:50 AM	Test123 TWO Dose 2 Scheduled	00111689

Receiving and processing COVID-19 vaccine Inventory shipments typically involves:

1. Reviewing the Vaccine Inventory Shipment record
2. Adding Vaccine Inventory
3. Adding inbound COVID-19 vaccine transfers

The processes included in this training are for **Healthcare Location Managers**.

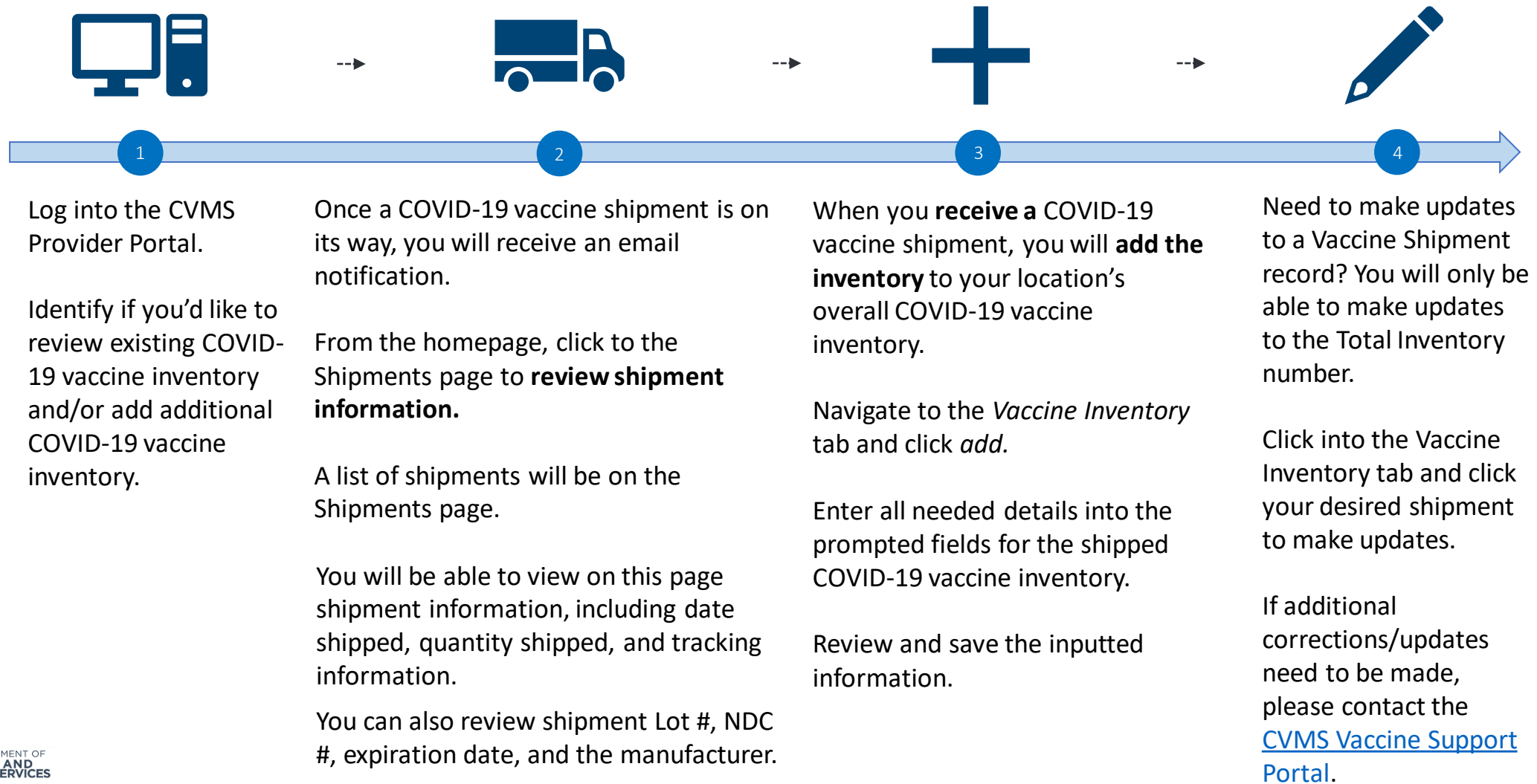
Additionally, you will need to:

- Use the latest version of Chrome, Firefox, Safari, or Edge Chromium browsers
- Log into the CVMS Provider Portal at <https://covid-vaccine-provider-portal.ncdhhs.gov>

Now, let's get started!

COVID-19 Vaccine Inventory Process Overview (Receiving)

What should you do to properly track and report receiving COVID-19 vaccine Inventory in the CVMS Provider Portal?



Key Terms

Wastage

Vaccine Wastage is the sum of COVID-19 vaccines discarded, lost, damaged or destroyed.

Returns / Spoilage

Vaccine Spoilage happens when a COVID-19 vaccine dose is no longer eligible for administration to an individual due to exposure to inappropriate conditions.

Vaccine Deprecation

Vaccine Deprecation represents the process in which the amount of COVID-19 vaccines are reduced by the amount of COVID-19 vaccines administrated, wasted or returned.

Vaccine Inventory Shipment details

Vaccine Inventory Shipment Details may include lot number, serial number, and national drug code (NDC).

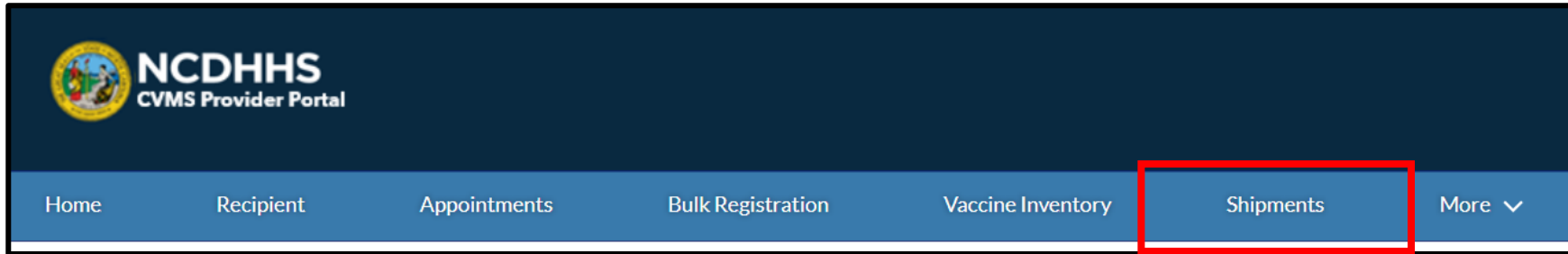
COVID-19 Vaccine Shipment Notification

Step 1 of 4: Navigate to Shipments

It is important to maintain accurate COVID-19 vaccine inventory levels for the location(s) that you support to remain in alignment with the CDC's COVID-19 vaccine guidelines. Once a COVID-19 vaccine Inventory shipment is on its way, a **VACCINE SHIPMENT RECORD** will be available for you to review in your **SHIPMENTS TAB**.

You will also receive an **EMAIL NOTIFICATION** when a **VACCINE INVENTORY SHIPMENT** is on its way to your location.

1. At the top of your home page, locate the **SHIPMENTS TAB**
2. Click **SHIPMENTS**
3. After clicking **SHIPMENTS**, you will be directed to the **SHIPMENTS PAGE**



Audience

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Location Manager

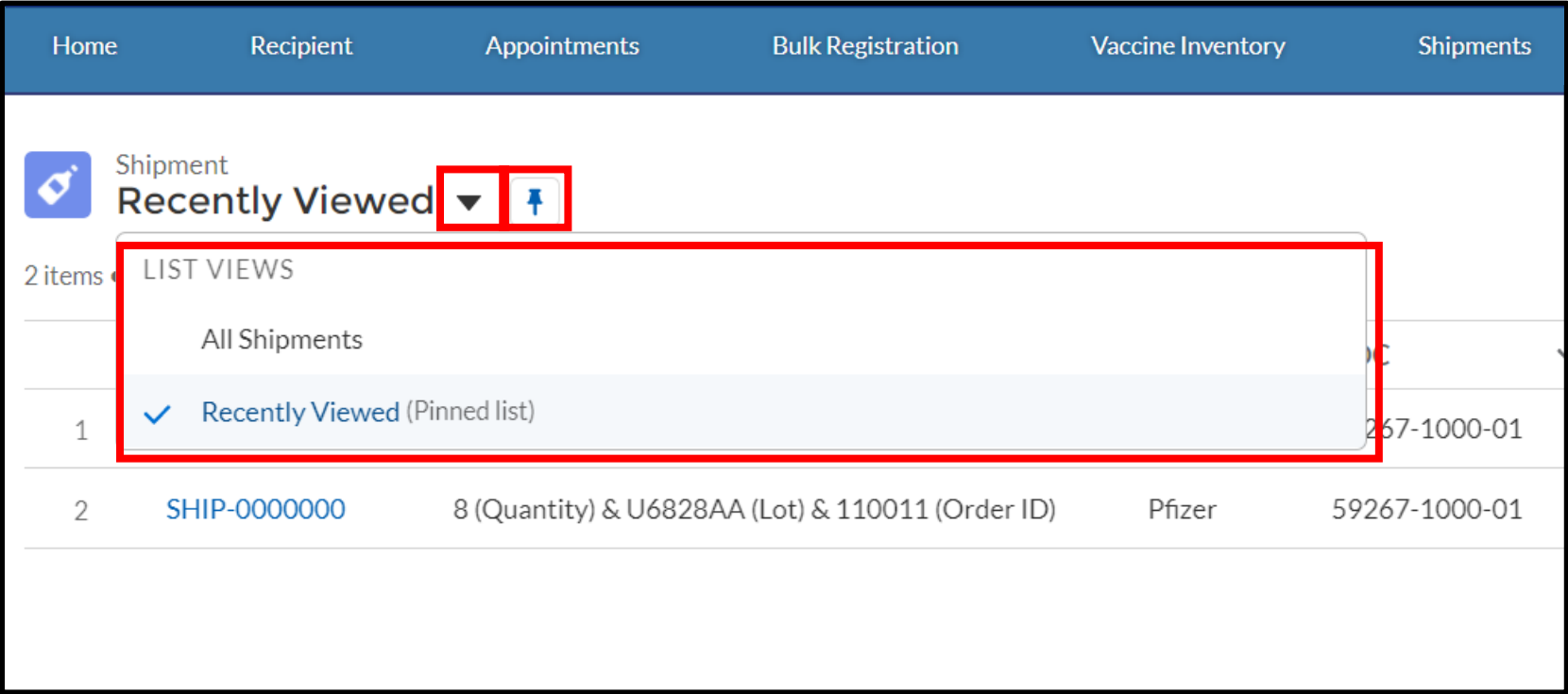
Tips

You will be notified when a COVID-19 vaccine shipment is on its way.

Step 2 of 4: Switch Shipment Record List Views

You will see a **LIST VIEW** on your page. A list view is a **SUMMARY OF YOUR RECORDS**. By default, you may be directed to the Recently Viewed List View. To see all your Shipment Records, you will have to switch to the All Shipment Records list view. You will be able to switch back and forth between list views.

- 1. Click the **DROP-DOWN MENU** next to the list view name
- 2. Click **ALL SHIPMENTS**
- 3. If you want to make your selection your default list view, click the **THUMBNAIL ICON**



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Tips






By Default, the view is set as “Recently Viewed”, therefore the list will seem empty at first.

Change the view to “All Shipments” and click the THUMBNAIL icon to PIN your favorite list view.

Step 3 of 4: Navigate to the Shipment Record

On this page, you will see a list of Vaccine Shipment records for the location(s) you support. The **VACCINE SHIPMENT RECORD** will be **RELATED** to an **ORDER RECORD**. This means that your Vaccine Shipment record will always be associated to a specific order.

- 1. Locate the **SHIPMENT ID**
- 2. Click the **SHIPMENT ID HYPERLINK**
- 3. You will be directed to the **VACCINE SHIPMENT RECORD**

Home Recipient Appointments Bulk Registration Vaccine Inventory Shipments More ▾									
Shipment All Shipments ▾ 									
14 items • Sorted by Quantity Shipped • Filtered by All shipment • Updated 3 minutes ago									
<input type="text" value="Search this list..."/>									
   									
	Shipment ID ▾	Quantity... ▾ ▾	Quantity R... ▾	NDC ▾	Manufacturer ▾	Lot Number ▾	Created Date ▾	Shipment Tracking... ▾	Delivery Number ▾
1	SHIP-0000004	197	200	78978-7878-89	Moderna	U6828AA	12/4/2020, 6:14 PM	30001	101
2	SHIP-0000013	140	150	59267-1000-01	Pfizer	564645	12/5/2020, 12:26 AM	67867886	12345654
3	SHIP-0000002	100	100	59267-1000-01	Pfizer	U6828AB	12/4/2020, 4:28 PM	34354545455	123123123

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Tips

You can use the SEARCH BAR to search for a record. Clicking on column header will sort by the column.

For example, you may choose to sort by SHIPMENT DATE.

Step 4 of 4: Navigate to the Shipment Details

HomeRecipientAppointmentsBulk RegistrationVaccine InventoryShipmentsMore

ShipmentSHIP-0000013

RELATEDDETAILS

Information

Shipment IDSHIP-0000013

Email Sent to Primary Location Coord☒

VTcks Shipping File

Delivery Number12345654

Delivery Line Number1

Date Shipped20201204

ExIS Order Line Number1

ExIS Order ID110022

ExIS Order Date20201204

VTckS Order Number57575

Quantity Requested150

Lot Number564645

Lot Expiration Date20211209

Quantity Shipped140

Unit of MeasureDOS

Order Line FulfilledY

Order Line Split IndicatorN

On the Shipment record, you will be able to **REVIEW DETAILS** about your expected order including:

- Date Shipped
- Quantity Shipped
- Tracking Information
- Lot #
- NDC #
- Expiration Date
- Manufacturer

1. On the Shipment record, click on the **DETAILS TAB**

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Tips

Review specific details about your order.

COVID-19 Vaccine Shipment Email Notification

Primary Vaccine Coordinators will be notified via **EMAIL** if a **VACCINE SHIPMENT** has been processed for location(s) they support. You can expect the email to come from the **CVMS Support Team**.

You will receive an email notification for each shipment **BY VACCINE TYPE**. Details in the email will include:

- Date Shipped
- Quantity Shipped
- Manufacturer
- NDC Number
- Lot Number
- ExIS Order Number
- Carrier
- Shipment Tracking Number

Note: Email will come from nccvms@dhhs.nc.gov

Hello Erin Koontz,

Please see below for details of a COVID-19 vaccine shipment that is on its way to your location.

Vaccine Details:

- Date Shipped: 12/02/2020
- Quantity Shipped: 3,900
- Manufacturer: Pfizer
- NDC: 59267-1000-2
- Lot Number: U682A06
- ExIS Order ID: 500006

Shipment Tracking Information:


- Carrier: FDX1
- Shipment Tracking Number: 30005

If you have any questions, please email COVIDhelp@dhhs.nc.gov.

Thank you, NC Department of Health and Human Services

Division of Public Health

Immunization Branch



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Update: The email COVIDhelp@dhhs.nc.gov mentioned in this screenshot is now retired. Please contact the [CVMS Help Desk Portal](#) with any questions!

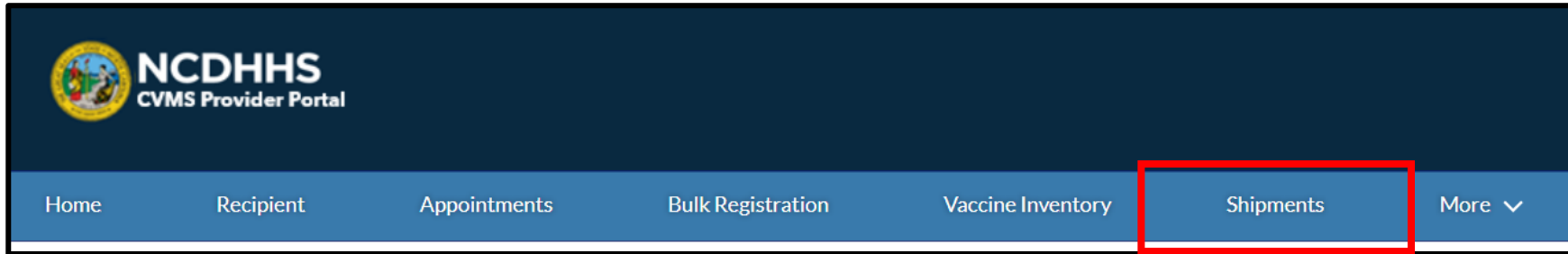
Adding COVID-19 Vaccine Inventory

Step 1 of 6: Navigate to the Vaccine Inventory tab

When you **PHYSICALLY RECEIVE** a COVID-19 vaccine Inventory shipment, you will want to **ADD THE INVENTORY** to your location's overall COVID-19 vaccine inventory. Processing your COVID-19 vaccine shipments correctly will ensure that your COVID-19 vaccine levels are accurate for your reporting.

*This process **DOES NOT** include processing inbound COVID-19 vaccine inventory transfers. Please see the next section for steps on how to process inbound transfers.*

1. At the top of your home page, locate the tab **VACCINE INVENTORY**
2. Click **VACCINE INVENTORY**
3. After clicking **VACCINE INVENTORY**, you will be directed to the **VACCINE INVENTORY TAB**



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Step 2 of 6: Create a New Vaccine Inventory Record

At the top of the page, you will see the different actions you can take to manage your COVID-19 vaccine inventory. This will be your main working page for ensuring that your inventory levels are accurate. See the **VACCINE INVENTORY WASTAGE, RETURNS & TRANSFERS TRAINING GUIDE** to learn more about COVID-19 vaccine Wastage, Returns and redistribution / transfers.

- 1. Click **ADD**
- 2. After clicking add, you will be prompted to **PROVIDE ADDITIONAL VACCINE DETAILS**

HomeRecipientAppointmentsBulk RegistrationVaccine InventoryShipmentsMore

Scan or type a barcode

AddWasteReturnInbound TransferOutbound Transfer

Vaccine Inventories

All Vaccine Inventories

9 items • Sorted by Vaccine Inventory Name • Filtered by All vaccine inventories • Updated a few seconds ago

Search this list...

Settings

Grid

Refresh

Chart

Filter

	Vac... ↑	Accou... ↓	Prod... ↓	To... ↓	D... ↓	D... ↓	Expir... ↓	Date ... ↓	Lot	Status	St... ↓	Creat... ↓
1	ABC Test ...	Stephan ...	Pfizer-Bi...	120	120	0	11/16/20...	11/28/20...	8675309			11/28/20...

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Tips

You can use the SEARCH BAR in the All Vaccine Inventories List View to search for a record.

Clicking on COLUMN HEADER will sort by the column.

By Default, the view is set as “Recently Viewed”, therefore the list will seem empty at first.

Change the view to “All Vaccine Inventories” and click the THUMBNAIL icon to PIN your favorite list view.

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Step 3 of 6: Enter Vaccine Inventory Information

New Vaccine Inventory: New Vaccine

Fields

* Product
Moderna (10 MDV) COVID-19 Vaccine

* Lot
U6828AA

* Expiration Date
Date: 1/9/2021 Time: 12:00 PM

Serial Number

Transferred from another Location? ☐

* Total Doses
190

* Vaccine Inventory Name
Delivery 12/07/2020

* Account
CreekSide Clinic Main Campus

Date Received
Date: 12/7/2020 Time: 5:21 PM

* Type
COVID-19

Shipment Details

Shipment
SHIP-0000004

Unable to locate Shipment record ☐

System Information

Cancel Save & New Save

The **NEW VACCINE INVENTORY PAGE** will appear.

To search for a picklist value, you need to enter at least **THREE CHARACTERS**.

1. Populate all required **VACCINE INVENTORY FIELDS**

- Product
- Total Doses
- Lot #
- Vaccine Inventory Name (*editable*)
- Serial Number (*not required field in the event you cannot locate it*)
- Expiration Date
- Account (when entering your account in the Account field, do not select New Account, start typing your location and it should appear)

2. Continue to **SHIPMENT DETAILS**

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Tips

When adding Inventory into CVMS, we recommend including the Lot #'s in the Inventory Name to help staff that are administering vaccines to recipients to more easily choose the correct Inventory record.

Shipments from DIFFERENT LOT NUMBERS must be entered as separate Inventory records.

Step 4 of 6: Enter Dosage & Shipment Details

New Vaccine Inventory: New Vaccine

Fields

* Product
Moderna (10 MDV) COVID-19 Vaccine

* Lot
U6828AA

* Expiration Date
Date: 1/9/2021 Time: 12:00 PM

Serial Number

Transferred from another Location? ☐

* Total Doses
190

* Vaccine Inventory Name
Delivery 12/07/2020

* Account
CreekSide Clinic Main Campus

Date Received
Date: 12/7/2020 Time: 5:21 PM

* Type
COVID-19

Shipment Details

Shipment
SHIP-0000004

Unable to locate Shipment record ☐

System Information

Cancel Save & New **Save**

You can now enter the remaining Vaccine Shipment record details.

Do **NOT** reduce the **TOTAL DOSES AMOUNT** if you have wastage, spoilage, or plan to redistribute inventory.

This process **MUST** be recorded separately as **INVENTORY DEPRECIATION**.

1. Select a **SHIPMENT RECORD**
2. If you cannot locate the Shipment record, **CHECK** the **UNABLE TO LOCATE SHIPMENT RECORD** box
3. Before saving, **REVIEW** all entered details
4. Click **SAVE**

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Tips

You may click **SAVE & NEW** to process / add additional Vaccine Inventory records.

Step 5 of 6: Review the Vaccine Inventory Record

After clicking save, you will be directed to the **VACCINE INVENTORY RECORD**. Your COVID-19 vaccine inventory has now been updated to reflect this additional inventory.

At the top of the record, your **VACCINE INVENTORY HIGHLIGHT PANEL** will reflect ongoing **DOSAGE ACTIVITY** for this inventory.

HomeRecipientAppointmentsBulk RegistrationVaccine InventoryShipmentsMore

Vaccine Inventory

Delivery 12/07/2020 AT

Account	Total Doses	Doses Available	Doses Administered	Doses Wasted	Doses Returned
CreekSide Clinic Main Campus	190	190	0	0	0

DETAILS

RELATED

Vaccine Inventory Details

Product

Moderna (10 MDV) COVID-19 Vaccine

Lot

U6828AA

Expiration Date

1/9/2021, 12:00 PM

Serial Number

Vaccine Inventory Name

Delivery 12/07/2020 AT

Account

CreekSide Clinic Main Campus

Status

Available

Date Received

12/7/2020, 5:21 PM

Dose Amounts

Total Vials

38

Total Doses

190

Doses Administered

0

Doses Wasted

0

Doses Available


Doses Returned

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Tips

Review the Highlight Panel at the top of the Vaccine Inventory record.



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Step 6 of 6: Switch Inventory List Views

You will see a **LIST VIEW** on the vaccine inventory page. A list view is a **SUMMARY OF YOUR RECORDS**. By default, you may be directed to the Recently Viewed List View. To see all your Inventory Records, you will have to switch to the All Vaccine Inventory Records list view. You will be able to switch back and forth between list views.

- 1. Click the **DROP-DOWN MENU** next to the list view name
- 2. Click **ALL VACCINE INVENTORIES**
- 3. If you want to make your selection your default list view, click the **THUMBNAIL ICON**

Audience

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Tips

Click the THUMBNAIL icon to PIN your favorite list view.

Home

Recipient

Appointments

Bulk Registration

Vaccine Inventory

Shipments

More

Scan or type a barcode

Add

Waste

Return

Inbound Transfer

Outbound Transfer

Vaccine Inventories

Recently Viewed

25 items • Updated a few seconds ago

	Vaccine Inventory Name	Product Name	Lot	To...
1	AT Delivery 12/19/2020	Pfizer-BioNTech (195 MDV...	123456745	972
2	Delivery 12/19/2020	Pfizer-BioNTech (195 MDV...	123456745	0
3	Delivery 11/25/2020	Pfizer-BioNTech (195 MDV...	555987654	210
4	Delivery 12/02/2020	Pfizer-BioNTech (195 MDV...	25698	300
5	Delivery 11/25/2020	Pfizer-BioNTech (195 MDV...	U4275A	
6	Delivery 12/03/2020	Pfizer-BioNTech (195 MDV...	12345678	100

Home

Recipient

Appointments

Bulk Registration

Vaccine Inventory

Shipments

More

Scan or type a barcode

Vaccine Inventories

Recently Viewed

25 items

LIST VIEWS

All Vaccine Inventories

Doses Lost In Transit

Inbound Transfers

Outbound Transfers

Recently Viewed (Pinned list)

	Serial Number	Exp...
1		12/3
2		12/3
3	555987654	12/3
4	2	12/3

Accessing Your Account (Location) Details

Your Account (Location) Details page is where you can view all of your account information, Vaccine Inventory, and contact information.

- 1. Click on **VACCINE INVENTORY** tab
- 2. Click the **ACCOUNT (LOCATION) NAME**

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HomeRecipientAppointmentsBulk RegistrationVaccine InventoryShipmentsMore

Scan or type a barcode

AddWasteReturnInbound TransferOutbound Transfer

Vaccine Inventories

Recently Viewed

25 items • Updated a few seconds ago

Search this list...

	Vaccine Inventory Name	Product Name	Lot	To...	D...	Serial Number	Expiration Date	Date Received	Account Name
1	AT Delivery 12/19/2020	Pfizer-BioNTech (195 MDV...	123456745	972	872		12/19/2021, 12:00 PM	12/19/2020, 4:45 PM	Creekside Clinics Main Ca...
2	Delivery 12/19/2020	Pfizer-BioNTech (195 MDV...	123456745	0	0		12/19/2021, 12:00 PM	12/19/2020, 4:45 PM	Quality Hospital (Location 1)
3	Delivery 11/25/2020	Pfizer-BioNTech (195 MDV...	555987654	210	158	555987654	12/31/2020, 12:00 PM	11/25/2020, 3:07 PM	Quality Hospital (Location 1)
4	Delivery 12/02/2020	Pfizer-BioNTech (195 MDV...	25698	300	296	2	12/30/2020, 12:00 PM	12/2/2020, 7:37 AM	Quality Hospital (Location 1)
5	Delivery 11/25/2020	Pfizer-BioNTech (195 MDV...	U4275A		0	100057893597	11/27/2020, 7:00 PM	11/25/2020, 8:06 PM	Quality Hospital (Location 1)
6	Delivery 12/03/2020	Pfizer-BioNTech (195 MDV...	12345678	100	4	1234567890	12/31/2020, 12:00 PM	12/3/2020, 10:04 AM	Quality Hospital (Location 1)

Reviewing Account Vaccine Inventory

From your Account's Details page, you are able to see a breakdown of the **ACCOUNT INFORMATION**, **INVENTORY DETAILS (RECEIVED / ON-HAND INVENTORY)**, and **ADDRESS INFORMATION**. The vaccine inventory numbers at the top of the screen will provide a quick total view of **TOTAL DOSES RECEIVED**, **DOSES AVAILABLE**, and **DOSES ADMINISTERED** for your location.

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Tips

Click the arrow to hide or show the detailed information for each section.

HomeRecipientAppointmentsBulk RegistrationVaccine InventoryShipments

Account

Quality Hospital (Location 1)

Total Doses Received

Doses Available

Doses Administered

23,963

22,252

478

RELATED

DETAILS

Account Information

Account Name

Quality Hospital (Location 1)

Provider PIN

300001

VTckS ID for this location

300001

Unique Location ID

12234

COVID-19 Vaccination Provider Type

Health center - community (non-Federally Qualified Health

Parent Account

Quality Hospital (Org)

Enable Scheduling

☐

Primary Coordinator Full Name

Primary Coordinator Email

harika.thambireddy@

Organization Email

test@gmail.com

Inventory Details (Received / On-hand Inventory)

Total Doses Received

23,963

Doses Available

22,252

Doses Administered

478

Doses Wasted

602

Doses Returned

288

Address Information

Vaccine Shipping Address 1

123 Main St

Vaccine Administration Address 1

1234 Main St

Receiving a COVID-19 Vaccine Transfer

Step 1 of 4: Processing an Inbound Transfer

If you are **RECEIVING** an **INBOUND TRANSFER** from another location, you will want to review the inbound transfer page to stay up-to-date. When you receive the inbound transfer, you will be able to **PROCESS THE INVENTORY** via the **INBOUND TRANSFER PAGE**.

You **DO NOT** process inbound transfers from the **ADD INVENTORY PROCESS**.

- 1. From the home page, click **VACCINE INVENTORY**
- 2. Click **INBOUND TRANSFER**

HomeRecipientAppointmentsBulk RegistrationVaccine InventoryShipmentsMore

Scan or type a barcode

AddWasteReturnInbound TransferOutbound Transfer

Vaccine Inventories

All Vaccine Inventories

9 items • Sorted by Vaccine Inventory Name • Filtered by All vaccine inventories • Updated a few seconds ago

Search this list...

SettingsListRefreshFilter

	Vac...	Accou...	Prod...	To...	D...	D...	Expir...	Date ...	Lot	Status	St...	Creat...	
1	ABC Test ...	Stephan ...	Pfizer-Bi...	120	120	0	11/16/20...	11/28/20...	8675309			11/28/20...	

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Tips

Inbound transfer is not processed from the Add Inventory Process.

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Step 2 of 4: Select the Vaccine Inventory Record

On the **INBOUND TRANSFER PAGE**, you will see **VACCINE INVENTORY** records that are incoming transfers to your location. You will be able to select the inbound transfer you are ready to process and add it to your inventory.

- 1. Select the correct **VACCINE INVENTORY** record
- 2. Click **NEXT**

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Tips

Only Inbound Transfers will be listed.

HomeRecipientAppointmentsBulk RegistrationVaccine InventoryShipmentsMore

Previous

Please select the incoming vaccine transfer for which you are confirming receipt.

Vaccine Inventory Name	Product ID	Account Name	Status	Incoming Transfer Doses	Serial Number
Delivery 12/07/2020	Pfizer-BioNTech (25 MDV) C...	Toe River (Loc 2)	Incoming Transfer in Transit	390	
Delivery 12/09/2020	Moderna (10 MDV) COVID-...	Toe River (Loc 2)	Incoming Transfer in Transit	195	
Delivery 12/08/2020	Pfizer-BioNTech (195 MDV) ...	Toe River (Loc 2)	Incoming Transfer in Transit	195	

Next

Step 3 of 4: Complete the Inbound Transfer form

Once you select the correct Vaccine Inventory record, you will see the Vaccine Inventory record details pre-populated. You will want to provide the **DOSES RECEIVED** and **DATE RECEIVED**.

After clicking next, your inventory levels will update, and the inbound transfer is now processed.

1. Enter the **DATE RECEIVED**
2. Enter the **DOSES RECEIVED**
3. Click **NEXT**

Home Recipient Appointments Bulk Registration Vaccine Inventory Shipments More ▾

Previous

Name: Delivery 12/07/2020

Product Name: Pfizer-BioNTech (25 MDV) COVID-19 Vaccine

NDC #:

Lot: U7875AA

Expiration Date: 12/9/2020, 12:00 PM

Serial Number:

Account: Toe River (Loc 2)

* Date Received
Dec 9, 2020

* Doses Received
390

Incoming Doses Quantity: 390

Previous Next

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Tips

Identify doses received and date received for the Vaccine Inventory.

Step 4 of 4: Complete the Inbound Transfer form

After clicking next, your inbound transfer is processed and added to your inventory.

1. Click **FINISH**



The screenshot shows a web application interface with a blue navigation bar at the top containing links: Home, Recipient, Appointments, Bulk Registration, Vaccine Inventory, Shipments, and More (with a dropdown arrow). The main content area has a light gray background. A message box in the center states "Record has been saved successfully." In the bottom right corner, there are two buttons: "Previous" and "Finish". The "Finish" button is highlighted with a red rectangular border.

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Tips

Complete the inbound transfer form.

Updating Vaccine Inventory Record Details

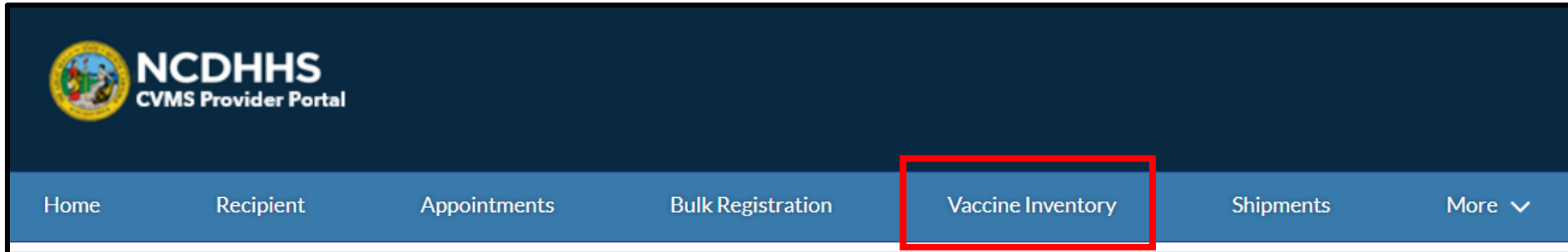
Step 1 of 3: Navigate to the Vaccine Inventory tab

You will **ONLY** be able to update the **VACCINE INVENTORY NAME** on the Vaccine Inventory record. It will be very important to ensure accurate data entry when processing a new COVID-19 vaccine inventory shipment.

If you need to make **ADDITIONAL CORRECTIONS** to the Vaccine Inventory record, you will need to contact the **CVMS HELPDESK**.

The CVMS helpdesk can be reached at https://ncgov.servicenowservices.com/csm_vaccine.

1. At the top of your home page, locate the **VACCINE INVENTORY** tab
2. Click **VACCINE INVENTORY**
3. After clicking **VACCINE INVENTORY**, you will be directed to the **VACCINE INVENTORY TAB**



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Tips

COVID-19 vaccine quantity will change through other actions, such as administration, wastage events, returns, or redistributions/transfers.

See [CVMS Provider Portal Updating Dose Inventory Quantities Job Aid](#) for instructions on how to adjust the total doses of an inventory record to account for additional doses administered beyond the manufacturers listed available doses per vial.

Step 2 of 3: Navigate to Vaccine Inventory Record

Use the All Vaccine Inventories List View to locate the specific record you need to update. You can **SEARCH** or **SORT** in the list view.

1. Identify the **VACCINE INVENTORY RECORD** that you wish to update
2. Click the **VACCINE INVENTORY NAME HYPERLINK**

Scan or type a barcode

Add Waste Return Inbound Transfer Outbound Transfer

Vaccine Inventories
All Vaccine Inventories
🔍
⬇️

⌵
⚙️
📊
↺
🕒
🏠

2 items • Sorted by Product Name • Filtered by All vaccine inventories • Updated a few seconds ago

	Vaccine Inventory ...	Account Name	Product Name ↓	To... ↓	D... ↓	D... ↓	Expiration Date	Date Received	Lot	Stat... ↓	St... ↓	Created Date	
1	Delivery 12/02/2020	CreekSide Clinic Main Cam...	Pfizer-BioNTech (195 MDV...		0	0	2/1/2021, 12:00 PM	12/2/2020, 8:29 P...	LT-123...	Availab...		12/2/2020, 8:34 P...	⬇️
2	Delivery 12/02/2020 - v2	CreekSide Clinic Main Cam...	Pfizer-BioNTech (195 MDV...	100	77	10	1/25/2021, 12:00 PM	12/2/2020, 8:37 P...	LT-234...	Availab...		12/2/2020, 8:43 P...	⬇️

Audience

Healthcare Location Manager

Tips

You can select the drop-down LIST VIEW MENU to see your RECENTLY VIEWED Vaccine Inventory records.

Step 3 of 3: Update the Vaccine Inventory Record

Edit Delivery 12/07/2020

Vaccine Inventory Details

* Product

Moderna (10 MDV) COVID-19 Vaccine

* Lot

U6828AA

* Expiration Date

Date

1/9/2021

Time

12:00 PM

Serial Number

* Vaccine Inventory Name

Delivery 12/07/2020

* Account

CreekSide Clinic Main Campus

* Status

Available

Date Received

Date

12/7/2020

Time

5:21 PM

Dose Amounts

Total Vials

39

Total Doses

195

Doses Available

195

Doses Administered

0

Doses Wasted

0

Doses Returned

0

Cancel

Save & New

Save

Before you edit, make sure you are on the appropriate record.

Remember, you must always save your changes.


1. Click the **EDIT BUTTON** on the right-hand side
2. Locate **VACCINE INVENTORY NAME**
3. Update the field
4. Click **SAVE**
5. If the field does not update, click **REFRESH** and try again

Audience

Healthcare
Location Manager

Tips

Identify Vaccine Inventory name.








NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES

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Appendix

Additional Notes

Key Items:

- **Hyperlinks** appear as light blue and will provide additional information or navigation.
- *** Asterisks** are used to denote required information.
-  A Toggle can be clicked to see selectable options.
-  A Pen can be clicked to make edits to the field.
-   Navigation Buttons can be clicked on to progress to the “next” or the “previous” step in a task.
-  A Pause button can be clicked if you wish to step away / and return to your form later. You will be prompted to review your previously entered data upon your return/ login.

Contact Information:

- All questions should be directed to https://ncgov.servicenowservices.com/csm_vaccine.

Supported Web Browsers:

- Please use the latest version of Chrome, Firefox, Safari, or Edge Chromium browsers to access CVMS.
- For more information on supported browsers, see https://help.salesforce.com/articleView?id=getstart_browsers_sfx.htm&type=5
- Note: Internet Explorer and Edge (Non-Chromium) are not supported.

User Guide Change Log

Key Items:

- **Date of Change:** Date that any updates were made to the User Guide
- **Changes Made:** Summary of the updates made within the User Guide
- **Impacted Slides:** Specific slides that were updated or changed
- **Author:** The user that made the updates to the User Guide

Version	Date of Change	Changes Made	Impacted Slides	Author
1	12/10/2020	• Original version		Azalea Troche
2	12/21/2020	• Updated shipment email notification • New slides on List Views and Account (Location) Record	• 12 • 10, 20, 21, 22	Nicholas Rinz
3	12/31/2020	• Tips on adding inventories	• 10, 16, 17	Simon Couderc
4	1/10/2021	• Removed any mention of the 2 CVMS Help Desk emails. Added Service Now Portal information.	• 1, 2, 6, 13, 29, 30	Courtney Seward
5	1/14/2021	• Updated navigation bar	NA	Azalea Troche